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January 21, 2009

VIA ELECTRONIC FILING

Charles L.A. Terreni, Esquire
Chief Clerk/Administrator
Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210

Re: Complaint of Sandi Perry v. South Carolina Electric and Gas Company
Docket No. 2009-25-E

Dear Mr. Terreni:

Prior to making a formal complaint with the Public Service Commission of South Carolina ("the Commission"), Ms. Perry submitted her complaint to the South Carolina Office of Regulatory Staff ("ORS") Consumer Services Division. The ORS Consumer Services Division investigated the complaint and mailed the enclosed letter to Ms. Perry on November 21, 2008. ORS submits this filing to the Commission to show this matter was previously investigated by ORS and to show the results of its review.

Respectfully submitted,

Shannon Bowyer Hudson

Enclosure

cc: Sandi Perry
K. Chad Burgess, Esquire

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DAN FARNELL
CHIEF OF STAFF

APRIL B. SHARPE
MANAGER OF CONSUMER SERVICES

November 21, 2008

Ms. Sandi Perry
2274 Ashley River Road
#117
Charleston, S.C. 29414

In Re: File 08-E-3061

Dear Ms. Perry:

This letter is in reply to your complaint against SCE&G. In your complaint, you requested a credit for two different billing periods. You felt that the usage for the two billing periods was too high. The two billing periods in question are December 26, 2007 to January 8, 2008 and January 8, 2008 to February 8, 2008.

According to SCE&G, you turned on electric service at 2274 Ashley River Road, Apartment 117 on December 26, 2007. SCE&G states that there have been no requests for check readings of the meter be conducted. According to your complaint, you requested a credit of \$30.00 on your December 26, 2007 to January 8, 2008 billing period invoice. You also requested a credit of \$70.00 to your January 8, 2008 to February 8, 2008 billing period invoice.

SCE&G conducted a meter test of your present AMR meter on September 9, 2008, prior to its installation. The average accuracy was 100.04%. Your previous meter was tested by SCE&G on November 7, 2008. The average accuracy was 99.72%. Both of these test results are within the S.C. Public Service Commission's guidelines for meter accuracy. I have attached copies of the November 7, 2008 meter test results for your review. According to PSC Regulation 103-340 (B), *"In the event the meter so tested is found to have an error in registration of more than two (2) percent, the bills will be increased or decreased accordingly..."*

According to SCE&G, a bill adjustment is not warranted. SCE&G states that your balance as of November 17, 2008 is \$55.32.

ORS would like to thank you for contacting us. Please be advised, you have the right to file a petition and request a hearing before the Public Service Commission, if you are unable to resolve the complaint by working with the utility or the ORS. To file a petition with the Public Service Commission, you should put the request in writing and include your name, address, the name of the utility company, a clear and concise statement of the factual situation to be addressed, and the nature of the relief sought from the Public Service Commission. The petition should be mailed to the Public Service Commission, Chief Clerk/Administrator, Post Office Drawer 11649 Columbia, South Carolina 29211. The Public Service Commission may schedule a public hearing. At the hearing, both you and the company may present testimony and evidence before the commission. After hearing the testimony, the Public Service Commission will make a decision and issue an Order ruling on the petition.

If you have any questions, please contact me at 1-800-922-1531, extension 7-5194.

Sincerely,

A handwritten signature in black ink, appearing to read "Chad Campbell", with a long, sweeping horizontal line extending to the right.

Chad Campbell, Investigator
Consumer Services